

Scorecard - Community Information and Outreach

Information

Name: Community Information and Outreach

Description: n/a

Domain: CIAO

Owners: Sori, Henry; Martinez, Aimee (CIAO); Suarez, Angelica (CIAO)

Details

	As Of		Actual	Target		FYTD Actual	FYTD Target
▼ 1.0 Customer							
▼ Increase Access to and quality of Government Information and Services (CIAO)							
311 Total Call Volume	Dec '14	▼	154,558	166,666	▼	445,064	499,998
311 Average Speed of Answer	Dec '14	▲	90seconds	150seconds	▲	130seconds	150seconds
Abandon Rate	Dec '14	▲	13.09%	15.00%	▼	17.77%	15.00%
% Increase of Net Likes on Facebook	'15 FQ1		14%	n/a		n/a	n/a
311 Service Center Walk-Ins	n/a		n/a	n/a		n/a	n/a
Number of Visits to the County Portal	Sep '14	▼	1,177,778	1,500,000		n/a	15,000,000
County Portal Subscribers	Nov '14	▲	186,325	100,000	▲	186,211	100,000
▼ 2.0 Financial							
▼ Meet Budget Targets (CIAO)							
Expen: Total (CIAO)	'14 FQ4	▲	\$4,334K	\$4,414K		n/a	\$13,243K
Revenue: Total (CIAO)	'14 FQ4	▲	\$8,518K	\$4,414K		n/a	\$13,243K
Percent of Invoices Paid within 45 calendar days	Sep '14	▲	96%	85%		n/a	n/a
Positions: Full-Time Filled (CIAO)	'14 FQ4	▼	163	179		n/a	n/a
				(178 - 180)			
▼ 3.0 Internal							
▼ Enable transparency of service delivery							
Number of Data Sets in the Socrata Platform	n/a		n/a	n/a		n/a	n/a
Average Time to Complete a Task (Days)	'15 FQ1	▲	4.89 Days	5.00 Days		n/a	n/a
Total Tasks Requested per Quarter	'15 FQ1		3,057	n/a		n/a	n/a
▼ 4.0 Learning and Growth							
▼ Professional Development through Training							
% Employees Using Active Training Licenses	'15 FQ1	▼	30%	100%		n/a	n/a